

FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE

T-MOBILE NORTHEAST LLC
D.T.C. 14-5

Person Responsible for Answer: Michele Thomas
Date Filed: November 19, 2014

D.T.C. 1-2

T-Mobile states that, “[f]ollowing the relinquishment of its ETC designation, effective December 31, 2014, T-Mobile will provide written notice to the former T-Mobile Lifeline customers in Massachusetts that it no longer participates in the Lifeline program.” Petition at 5-6. Explain how this complies with the Department’s requirement that each ETC that will discontinue offering Lifeline service in Massachusetts shall “notify its Lifeline subscribers . . . 60 days in advance of the ETC’s planned discontinuance of Lifeline service in Massachusetts.” D.T.C. 13-4, *Order Implementing Requirements* (Aug. 1, 2014).

Revised Response: T-Mobile will be providing impacted Lifeline customers 60 day advance notice prior to discontinuing the application of the Lifeline Discount to their service. Upon receiving the requisite DTC approvals of the relinquishment, T-Mobile will send written notice via U.S. Mail to our Lifeline customers stating that we will no longer offer the applicable federal Lifeline Discount after a 60 day period; and further detail, that during the 60 day interim period the customer will continue to receive the amount of the applicable federal Lifeline Discount in the form of a courtesy credit.

In addition, T-Mobile will send Lifeline customers a text message reminder 30 days before the end of the 60 day interim period indicating that their Lifeline courtesy credit will expire in 30 days.

A copy of the proposed Customer Notice is attached as Revised Exhibit B.

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D.T.C. 1-3 Describe in detail the notice that T-Mobile plans to give its current Massachusetts Lifeline subscribers about its proposed ETC relinquishment, including but not limited to the form of notice and specific timing. Provide a sample of the written notice that T-Mobile plans to provide.

Revised Response: Please see Revised Response to D.T.C. 1-2 and Revised Exhibit B.